



**Rhode Island Department of Human Services**

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June 18, 2019

Honorable Patricia A. Serpa, Chairwoman  
House Committee on Oversight  
101 State House  
Providence, RI 02903

Dear Chairwoman Serpa:

Please accept the attached report as the State's most recent update on the RIBridges system, which covers the reporting period May 16, 2019 – June 15, 2019. This document provides monthly updates on the following topics:

- System performance and improvement;
- DHS staffing and employee training;
- Pending applications;
- SNAP timeliness and lobby/Call Center summary;
- CCAP off-cycle payments; and
- LTSS interim payments.

We appreciate your continued advocacy on behalf of those we serve and your interest in the health of the RIBridges system and the progress made to address outstanding issues. As always, please contact me with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "CE Hawkins".

Courtney E. Hawkins, Director



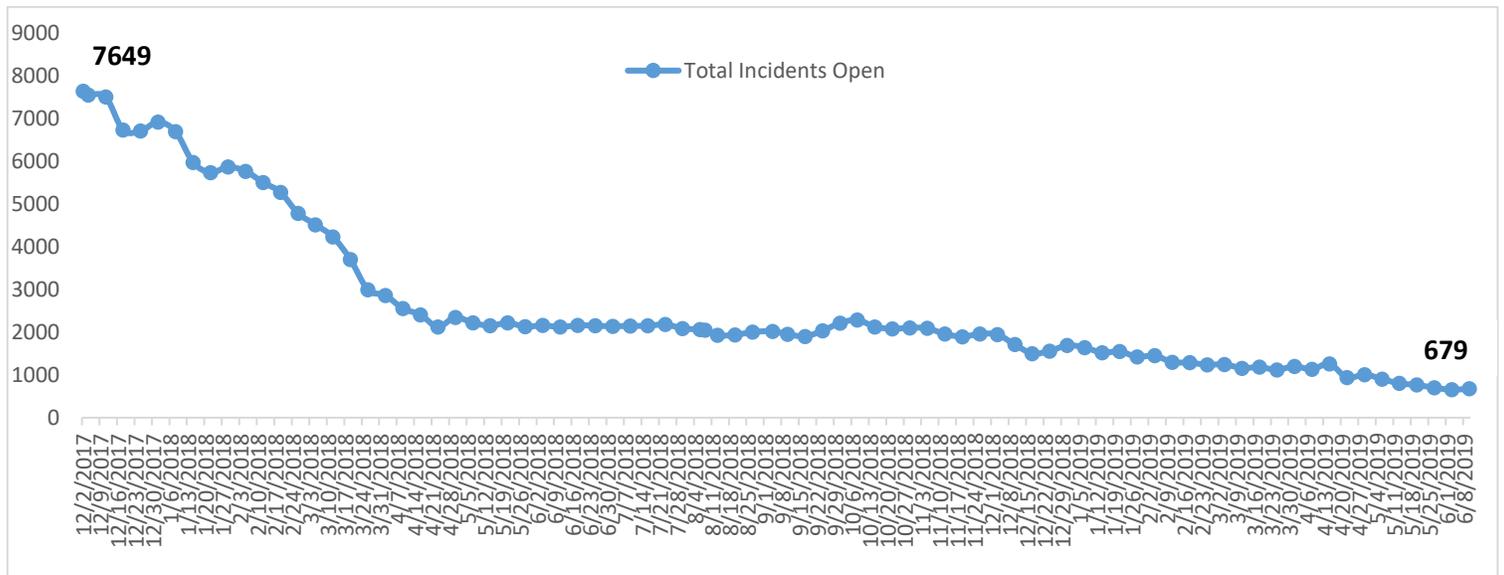
# RI Bridges: Monthly Update

## June 2019

Our team takes its charge seriously in promoting health, nurturing quality of life, and being there for Rhode Islanders when needed. Our oversight of work on RIBridges is an important part of the equation. With significant improvements to system stabilization under our belt, we are looking ahead to refocus our efforts on ensuring full compliance of the system. This report provides an update on our efforts and progress to date.

### SYSTEM PERFORMANCE + IMPROVEMENT

Due to a focused effort on consistent and stable system operations, the number of new and existing incidents (when the system does not operate as expected for a DHS client, worker or provider) has decreased by 6,970 incidents. As of June 10, 2019, open incidents totaled 679 – an 91% drop since December 2017.



## Training Overview

Training Topic	Training Date	# of Training Hours	# of New Staff	# of Current Staff
Medical Training	5/15 – 5/17 6/10 – 6-14	48	0	18
Civil Rights/ Voter Registration	5/17 and 5/22	12	0	39
Long Term Services and Supports (LTSS)	5/20 thru 5/24	30	3	17
Operational Readiness Training (ORT)	5/13 and 5/14	12 (4 three-hour sessions)	All DHS field staff (estimated 250)	
New Hire Orientation	6/3 thru 6/6	26	7	0
<b>Totals</b>		<b>128</b>	<b>10</b>	<b>324</b>

*\*current number of staff trained is a duplicate number*

### New Hire Orientation

- This period we held one New Hire Orientation. A total of seven new staff members attended the training.

### Current Staff Overview

- Over the last month, staff members were offered training in several program areas Medical, the annual civil rights/voter registration training, Long Term Services and Supports for eligibility technicians, and on the RIBridges system changes that will be deployed on June 12, 2019.

### Workshop Descriptions

**New Hire Orientation:** The New Employee Orientation (NEO) Program is the first step in welcoming new hires to RIDHS. Its main objective is to familiarize new employees with the organization, its organizational structure, and its policies and procedures.

**Medical Training:** This five-day training is designed for DHS Eligibility Technicians, Senior Eligibility Technicians, and Supervising Eligibility Technicians. The course will consist of Medicaid Policy Training reviewing policy for EOHHS, the Affordable Care Act, MAGI, and household composition and requirements. In addition, participants will work on exercises within the RIBridges training environment and will practice registering applications, complete a MAGI Medicaid intake, run and authorize eligibility, gain understanding of interfaces in RIBridges, and understand correspondence. Also, it reviews policies and systems on elderly, adults, and disabled customers as well an overview of specialized programs such as Katie Beckett, etc.

**LTSS ET Training:** The purpose of this course is to provide training to LTSS Eligibility Technicians on LTSS policy, business process and RIBridges system functionality for the most common LTSS scenarios. This is an instructor led training with hands on practice in RIBridges.

**Civil Rights/Voter Registration Training:** This is training provides all DHS staff with a refresher on the processes for customers to file discrimination complaints as well as how to process voter registration information.

**Operational Readiness:** DHS field staff members will be provided training on changes within RIBridges that will be deployed on June 12, 2019.

## PENDING NEW APPLICATIONS

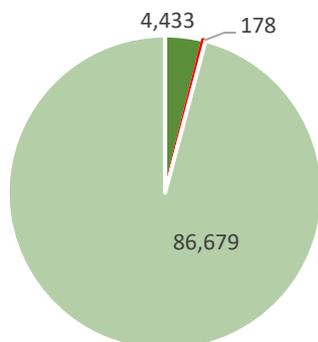
The State continues to prioritize access to benefits. As of June 13, 2019, the number of pending new applications across all programs is 5,186. Overdue pending applications awaiting State action total is 2,150.

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	
SNAP Exp	5	18	23	4	8	12	35
SNAP Non	369	140	509	10	6	16	525
CCAP	36	134	170	8	16	24	194
GPA Burial	0	1	1	0	2	2	3
SSP	0	84	84	0	35	35	119
GPA	68	23	91	72	31	103	194
RIW	147	84	231	18	66	84	315
Undetermined Medical	18	338	356	74	531	605	961
MAGI	21	28	49	36	65	101	150
MPP	1	10	11	1	3	4	15
Complex Med.	31	40	71	50	144	194	265
LTSS	122	937	1,059	108	1,243	1,351	2,410
<b>Totals</b>	<b>818</b>	<b>1,837</b>	<b>2,655</b>	<b>381</b>	<b>2,150</b>	<b>2,531</b>	<b>5,186</b>

\*Undetermined Cash no longer needs to be tracked. Those numbers are now included in other program numbers.

## SNAP TIMELINESS

DHS continues to make progress in improving customer service. The timeliness for SNAP applications was 96.9 percent for expedited and 98.7 percent for non-expedited for May 2019. SNAP timeliness was 56 percent in November 2017. We have achieved more than 90 percent timeliness since April 2018.

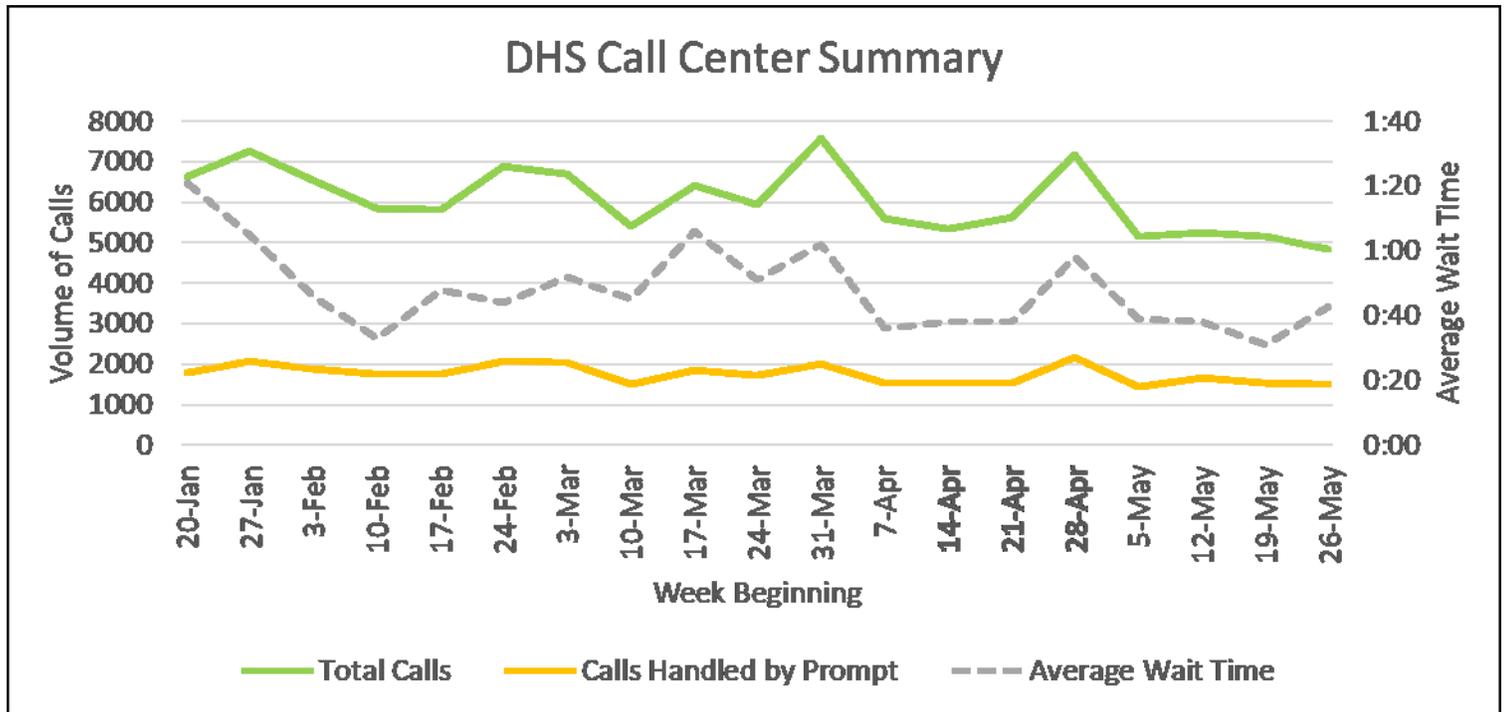


In May 2019, SNAP benefits were issued timely to more than 86,600 households. The number of applications not processed timely represents less than 1 percent of our SNAP population.

Untimely May Applications | Timely Applications | Total SNAP Population

## CALL CENTER

With just shy of 4,900 calls during the last week in May, the average wait time was just over 43 minutes. The six-week average is 40 minutes, 9 seconds.



## CCAP OFF-CYCLE PAYMENTS

Below are the total number of batch payments made to child care providers between May 21, 2019 and June 13, 2019.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
25	05/21/2019	701	\$2,769,958
25A	05/23/2019	17	\$12,967
25B	05/30/2019	22	\$41,506
26	06/04/2019	691	\$2,735,785
26A	06/06/2019	20	\$39,797
26B	06/13/2019	44	\$92,434

	Providers	Payments
Total Batch (25, 25A & 25B)	740	\$2,824,430
Off-cycle (25A & 25B)	39	\$54,472
Provider off-cycle/total	5.27%	-
Payments off-cycle/total	1.93%	-

	Providers	Payments
Total Batch (26, 26A & 26B)	755	\$2,868,016
Off-cycle (26A & 26B)	64	\$132,231
Providers off-cycle/total	8.48%	-
Payments off-cycle/total	4.61%	-

## LTSS INTERIM PAYMENTS

We continue to make progress in reducing the LTSS backlog of applications. As of this submission, there are 1243 overdue LTSS applications pending state action.

Through the contingency payment process, which ensures nursing and assisted-living facilities receive prompt reimbursement from the State, the State has paid out \$19,568,201 in interim payments to facilities for the state fiscal year 2019 (schedule is attached). Our payment reconciliation process remains ongoing as we continue to meet with long term care facilities across the state. In total, the state has paid \$134,986,129. Of that dollar amount, we have collected \$33,986,129 in reconciliation payments so far.

## UPDATE ON RECERTIFICATIONS PROCESS

The State has verified that Medicaid renewals were appropriately initiated by the RI Bridges System in compliance with the CMS approved renewal plan.

## CORRESPONDENCE WITH FEDERAL PARTNERS AND SPECIAL MASTER

The Centers for Medicare & Medicaid Services (CMS) and the USDA Food and Nutrition Service (FNS) are important partners to the State. We continue to meet regularly to review progress on RIBridges. Below is a list of federal correspondence during this reporting period:

- June 3, 2019: RI Formal Warning Update letter
- June 3, 2019: Special Master's 19<sup>th</sup> report to the courts
- June 15, 2019: May 2019 SNAP Application Timeliness report as part of Gemmell agreement